



DELAWARE JUDICIARY  
ADMINISTRATIVE OFFICE OF THE COURTS

**Non-Merit Position**  
(This position is exempt from the State of Delaware Merit Rules)

**Posting #AOC0403N19**

**BUSINESS ANALYST – (BA)**  
(Senior Application Support Specialist)

**Opening Date:** April 24, 2019 **Closing Date:** Open Until Filled

**Salary:** \$47,892 - \$59,865 - \$71,838 per year (Minimum – Midpoint – Maximum)  
Pay Grade 16\*

**Recruiting for:** Administrative Office of the Courts, Judicial Information Center

**Location:** New Castle County (Please check this location on your application)

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\*Salary applicable for this position is based upon the qualifications of the individual applicant.

**Summary Statement:** This is an exempt position. The Business Analyst (BA) works under the supervision of the Process Improvement and Quality Manager (PIQM). The business analyst's primary objective is helping the business implement process improvement solutions by determining the requirements of a project or program. The BA will evaluate current business and technology processes, measure and analyze those existing processes, initiate recommendations for improvements, and actively participate in the implementation of approved changes.

**Essential Functions:**

- Assist the Courts in developing and documenting high level and detailed project requirements, procedures, and process workflow diagrams including; process baseline, process steps, process mapping, and process modeling diagrams.
- Facilitate requirements gathering sessions, workshops, meetings, and interviews.
- Identify, extract, compile, organize, define, measure, dis-assemble/re-assemble, analyze/assess, develop, implement, and monitor and control process improvement solutions.
- Assist the Courts and Technology team with system and user acceptance testing.
- Perform project classification activities, including scope evaluation, sizing, prioritization, and tracking.

**Minimum Qualifications:** Please address each item separately on the Minimum Qualifications page of the application. Failure to do so will result in disqualification. Applicants must meet each of the following qualifications. Failure in any one area will result in a rating of “not qualified.” Resumes may not be substituted for the application.

1. Adept at documenting and translating business processes and requirements to technical requirements and specifications.
2. Experience with information gathering and analysis used for business process identification, problem solving, and process improvement.
3. Exceptional analytical ability with experience in performing detailed analysis of processes and requirements.
4. Proven ability in developing and documenting requirements, and processes.
5. Experience in identifying, extracting, compiling, organizing, defining, measuring, dis-assembling/re-assembling, analyzing/assessing, developing, implementing, and monitoring and controlling processes or requirements.
6. High degree of critical thinking and analytical skills.
7. Strong interpersonal skills for interviewing personnel, conducting on/off-site observations to determine business process flow, and capturing resource constraints.
8. Strong facilitation skills to conduct interviews, meetings, and workshops.

**Preferred Qualifications (desired but not required):**

1. Working knowledge of Court processes.
2. Exposure to methodologies such as Lean, ITIL, Six Sigma, BPM, PMBOK/PMI and best management practices.
3. Possession of a Bachelor’s Degree or higher in one of the following or related fields: Business Administration, Information Technology, Operations Management, Computer Science, or Management of Information Systems.

**Conditions of Employment:**

- A satisfactory criminal background check is required as a condition of employment.
- Direct deposit of paychecks is required as a condition of employment.

**Benefits:** To learn more about the comprehensive benefit package please visit the website at <https://dhr.delaware.gov/benefits/>.

**Submitting Your Application:** Visit the website at <http://courts.delaware.gov/career/> and click on “apply” next to the job posting. Then print, or complete and print, the Judicial Branch Non-Merit Employment Application in either Microsoft® Word or PDF format. Applications should be submitted by any one of the formats listed below prior to the closing date stated on this announcement.

1. Send your application as an e-mail attachment with the words “Application Form” in the subject line to: [apps.aoc@state.de.us](mailto:apps.aoc@state.de.us) (preferred method)
2. Fax your application to: (302) 255-2482, Attention: Human Resources
3. Mail your application to:

Administrative Office of the Courts  
The Renaissance Centre  
405 N. King Street, Suite 507  
Wilmington, DE 19801-3700

**Attachments to Applications:**

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- If supplemental information is requested by the posting, be sure to include it when you submit your application prior to the closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by the application.

**Accommodations:**

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458.
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

**The Delaware Judiciary  
An Equal Opportunity and Affirmative Action Employer**